

**A RESOLUTION
BY THE FINANCE EXECUTIVE COMMITTEE**

A RESOLUTION ACCEPTING THE ASSISTANCE OF IBM GLOBAL SERVICES ON A *PRO BONO* BASIS TO PERFORM AN ASSESSMENT OF THE ATLANTA POLICE DEPARTMENT'S TECHNOLOGY INFRASTRUCTURE TO SUPPORT THE DIGITAL VIDEO SURVEILLANCE INITIATIVE AND MAKE APPROPRIATE RECOMMENDATIONS; TO AUTHORIZE THE MAYOR OR HER DESIGNEE TO EXECUTE SAID STATEMENT OF WORK; AND FOR OTHER PURPOSES.

WHEREAS, the City of Atlanta ("City") has multiple challenges with meeting the requirements of maintaining a safe environment for the citizens of and visitors to the City of Atlanta; and

WHEREAS, several metropolitan cities around the United States have augmented their ability to engage in interdiction of criminal activity through the use of video surveillance; and

WHEREAS, the City's new Emergency Response "E911" Center is being built with enhanced technological capacity; and

WHEREAS, the implementation of a video surveillance network in the City would increase the capacity of the Atlanta Police Department to observe activity on the City streets; and

WHEREAS, IBM Global Services has assisted other State and local governments in the design and implementation of digital video surveillance systems; and

WHEREAS, IBM Global Services has offered to work with the Atlanta Police Department to assess the current infrastructure on a *pro bono* basis.

**THE FINANCE EXECUTIVE COMMITTEE OF THE CITY OF ATLANTA, GEORGIA,
HEREBY RESOLVES AS FOLLOWS:**

Section 1: The proposal of IBM Global Services dated October 2008, to perform the assessment services on a *pro bono* basis is hereby accepted on behalf of the City of Atlanta. A copy of said statement of work is attached to this resolution.

Section 2: The mayor or her designee is hereby authorized to execute the appropriate documents to accept the statement of work on behalf of the City of Atlanta and the City shall incur no liability for the acceptance of such *pro bono* services.

Section 3: The City Attorney is hereby directed to review said statement of work and to prepare the appropriate documents to accept the statement of work and approve the same as to form.

Part II: Legislative White Paper: (This portion of the Legislative Request Form will be shared with City Council members and staff)

A. To be completed by Legislative Counsel:

Committee of Purview: FINANCE/EXECUTIVE

Caption:

A RESOLUTION ACCEPTING THE ASSISTANCE OF IBM GLOBAL SERVICES ON A *PRO BONO* BASIS TO PERFORM AN ASSESSMENT OF THE ATLANTA POLICE DEPARTMENT'S TECHNOLOGY INFRASTRUCTURE TO SUPPORT THE DIGITAL VIDEO SURVEILLANCE INITIATIVE AND MAKE APPROPRIATE RECOMMENDATIONS; TO AUTHORIZE THE MAYOR OR HER DESIGNEE TO EXECUTE SAID STATEMENT OF WORK; AND FOR OTHER PURPOSES.

Council Meeting Date: December 1, 2008

Requesting Dept.: Information Technology

B. To be completed by the department:

1. Please provide a summary of the purpose of this legislation (Justification Statement).

Seek approval of the Mayor to allow IBM to do an assessment of the city's infrastructure on a pro bono basis to see if a digital video surveillance system is feasible.

2. Please provide background information regarding this legislation.

The City of Atlanta ("City") has multiple challenges with meeting the requirements of maintaining a safe environment for the citizens of and visitors to the City of Atlanta. Several metropolitan cities around the United States have augmented their ability to engage in interdiction of criminal activity through the use of video surveillance. The City's new Emergency Response "E911" Center is being built with enhanced technological capacity; and the implementation of a video surveillance network in the City would increase the capacity of the Atlanta Police Department to observe activity on the City streets; and IBM Global Services has assisted other State and local governments in the design and implementation of digital video surveillance systems; and IBM Global Services has offered to work with the Atlanta Police Department to assess the current infrastructure on a *pro bono basis*.

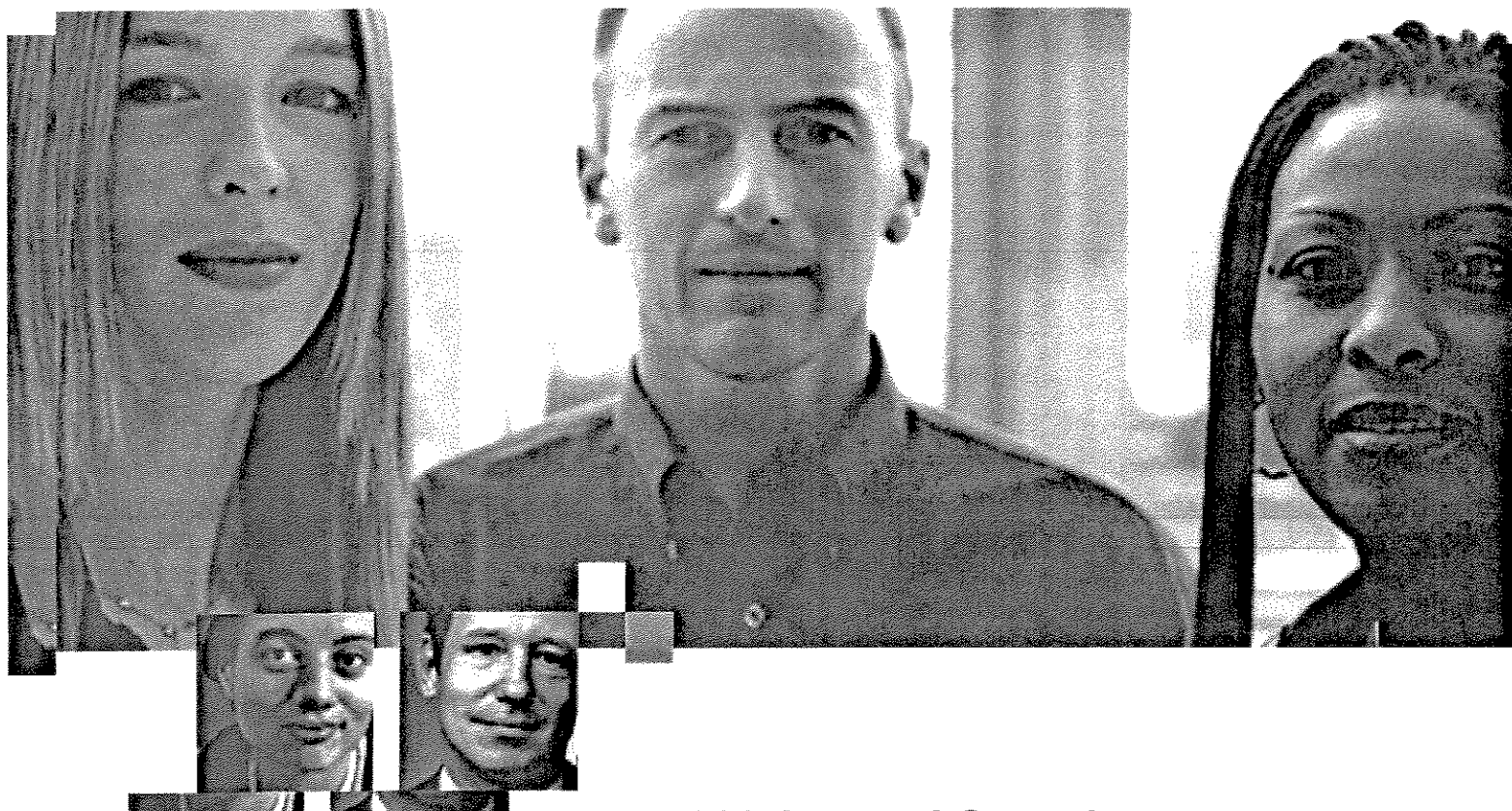
3. If Applicable/Known:

- (a) Contract Type (e.g. Professional Services, Construction Agreement, etc): Software & Support
 - (b) Source Selection: N/A
 - (c) Bids/Proposals Due:
 - (d) Invitations Issued:
 - (e) Number of Bids:
 - (f) Proposals Received:
 - (g) Bidders/Proponents:
 - (h) Term of Contract: 1 Month
4. Fund Account Center: N/A
5. Source of Funds: Pro Bono
6. Fiscal Impact: None
7. Method of Cost Recovery:

This Legislative Request Form Was Prepared By: Kathleen Lane, DIT Compliance Analyst

IBM Global Services

People who get it. People who get it done.



Digital Video and Security

Atlanta Police Department

Infrastructure Readiness Assessment

Statement of Work

October 14, 2008

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1. STATEMENT OF WORK

This Statement of Work (hereafter referred to as the SOW) defines the scope of work to be accomplished by IBM under the terms and conditions of the IBM Customer Agreement under customer number 1000358(Agreement). The tasks to be performed by IBM are defined and a schedule is provided. In addition, the responsibilities of Atlanta Police Department are listed. This SOW and the Agreement (and any applicable attachments) represent the complete agreement regarding this subject matter and replace any prior oral or written communications between us.

Changes to this SOW will be processed in accordance with the procedure described in "Appendix C: Project Change Request Procedure." The implementation of changes may result in modifications to the Schedule, Charges, and/or other terms of the Agreement.

The following are incorporated in and made part of this SOW:

- Appendix A: Deliverable Descriptions
- Appendix B: Deliverable Materials Review and Approval Procedure
- Appendix C: Project Change Request Procedure
- Appendix D: Signature Document

1.1 PROJECT SCOPE

IBM Global Services is proposing a phased approach in assisting Atlanta Police Department with the assessment of the digital video surveillance initiative. Atlanta Police Department has requested IBM to perform a high level infrastructure readiness assessment in order to understand the level at which the current security and IT infrastructure can support the video surveillance project initiative. The resulting assessment report will detail the findings and conclusions identified during the gap analysis between the current infrastructure and the required infrastructure. In addition, IBM will deliver a proposal for a video surveillance pilot based on the assessment results and the capabilities of the Atlanta infrastructure.

IBM recommends utilizing a multi-phased approach in building the surveillance solution pilot:

Phase 1 – High Level Video Surveillance Infrastructure Readiness Assessment will include:

1. Identify and Document Surveillance Infrastructure Requirements
 - a. Define and validate requirements
2. Perform Surveillance Infrastructure Assessment and Gap Analysis
 - a. Evaluate environment and plans
 - b. Evaluate infrastructure
 - c. Determine current vs. required state

Additional phases include:

Phase 2 – Design and deploy a video surveillance pilot

Phase 3 – Develop a detailed video surveillance design

Phase 4 – Implement the video surveillance solution

This SOW will cover services addressing Phases 1 as described above, which is estimated to take 2 weeks to complete. The scope of work will be limited to the security and IT infrastructure impacted by a video surveillance pilot implementation, including:

- Downtown
- Midtown
- Buckhead
- APD 911 center

At the completion of the Assessment Phase, IBM will review the resulting documentation with Atlanta Police Department, and also present the Statement of Work for Phase 2 of the project.

1.2 KEY ASSUMPTIONS

This SOW and IBM's commitment to perform the SOW are based on the key assumptions listed below. Deviations that arise during the proposed project will be managed through the procedure described in "Appendix C: Project Change Request Procedure."

1. IBM may choose to use subcontractors to perform some of IBM's tasks in this project with Atlanta Police Department. IBM will maintain sole responsibility for the outcome of its tasks described in this SOW, including those tasks performed by our subcontractors.
2. Atlanta Police Department staff assigned to this project will possess the appropriate security and business expertise, technical skills and will be available as necessary to complete the engagement effort in accordance with the project schedule. IBM will have ready and easy access to these people as needed.
3. IBM Services will be provided during the hours of 8:30am – 5:30pm Monday through Friday, unless otherwise mutually agreed to between IBM and Atlanta Police Department.
4. Atlanta Police Department staff will be available as required for telephone or interviews to answer questions, provide clarification of the material gathered and to review intermediate work products.
5. At the start of this project, Atlanta Police Department will provide to IBM all the pre-existing documentation including:
 - Relevant business process flows
 - Security policies
 - Functional requirements
 - Networking architecture
 - Storage architecture
6. The security analysis will address digital video surveillance, focusing on the following technologies:
 - Digital video cameras
 - Digital video recording and video analysis techniques
 - Remote video retrieval and access
 - Storage
 - Technology Integration into a common architecture

1.3 IBM RESPONSIBILITIES

IBM will perform and manage the following activities:

1.3.1 PROJECT MANAGEMENT

IBM will provide project management for the IBM responsibilities in this SOW and assist with engagement to a successful outcome as defined in this document. The objective of this activity is to establish a framework for project communications, reporting, procedural and contractual activity, and to keep the team focused on the project scope. The IBM Project Manager will be responsible for this activity, and will have the authority to act on behalf of IBM with respect to this SOW and contract under which it is performed. The following subtasks will be performed:

Project Planning

- Serve as the major focal point between Atlanta Police Department and IBM
- Review the SOW and the contractual responsibilities of both parties with Atlanta Police Department Project Manager
- Coordinate the establishment of the project environment
- Coordinate and manage the IBM project team's activities associated with the project
- Create, maintain, and update the Project Plan to reflect changes and completion status of the tasks in this SOW.
- Ensure that Atlanta Police Department has access to key IBM decision-makers within one (1) business day should the occasion require IBM management involvement to reach a prompt resolution of issues.
- Obtain and provide information, data, decisions and approvals within three (3) working days of Atlanta Police Department Project Manager's request unless Atlanta Police Department and IBM agree to an extended response time.

Project Tracking and Reporting

- Administer the project change control procedure in accordance with "Appendix C: Project Change Request Procedure."
- Review and analyze project change requests
- Provide written progress reports to Atlanta Police Department's Project Manager every week. Resolve project issues and escalate them within IBM, as necessary.
- Report the status of IBM activities to Atlanta Police Department Project Manager at regularly scheduled weekly meetings.

Completion Criteria:

This task will be completed when all other IBM's tasks under this SOW are completed.

Deliverable Materials:

Weekly Status Report

1.3.2 ATLANTA POLICE DEPARTMENT ENVIRONMENT REVIEW AND REQUIREMENTS DEFINITION

Using a facilitated, interactive process including interviews and document reviews, this activity will gather the information required by the team to validate the functional and non-functional requirements for the digital video initiative.

IBM will perform the following tasks:

- Meet with Atlanta Police Department executive sponsor and project manager to organize and plan interviews and available documentation collection, including:
 - Identification and coordination of Atlanta interviewees
 - Review of relevant Atlanta Security Policy
 - Gather any relevant existing documentation
- Conduct interviews with up to three (3) key Atlanta Police Department personnel and with a representative of each business district included in the pilot as identified in the scope above. IBM will collect first hand information regarding Atlanta Police Department functional processes, current technology environment, security policies and current security technology. This information will be utilized to link the requirements to the technology for this activity and future activities.
- Gather existing documentation related to:
 - Current network topologies between locations
 - Network performance

- Detailed maps (as appropriate)

Completion Criteria:

This activity will be considered complete when the tasks above have been completed and the Deliverables listed below have been delivered to Atlanta Police Department and Atlanta Police Department has accepted the Deliverables in accordance with "Appendix B: Deliverable Materials Review and Approval Procedure" of this Statement of Work.

Deliverable Materials:

Atlanta Police Department Digital Video Surveillance Infrastructure Readiness Assessment Document

1.3.3 PERFORM GAP ANALYSIS

Based on the data gathering process conducted in the Environment Review and Requirements Definition activity, IBM will perform the Infrastructure Gap Analysis to identify the gaps between the existing technology and those required to implement and support the video surveillance pilot system. The analysis includes the conclusions derived from a data gathering process. The conclusions quantify the impact of the migration from the existing to the desired IT infrastructure. The Gap Analysis documents the work done to date, what was found during data gathering (high level requirements and key assumptions), the difference between current and future infrastructure and the steps needed to deal with the gaps

Completion Criteria:

This activity will be considered complete when the tasks above have been completed and the Deliverables listed below have been delivered to Atlanta Police Department and Atlanta Police Department has accepted the Deliverables in accordance with "Appendix B: Deliverable Materials Review and Approval Procedure" of this Statement of Work

Deliverable Materials:

Atlanta Police Department Digital Video Surveillance Infrastructure Readiness Assessment Document

1.3.4 DEVELOP VIDEO SURVEILLANCE PILOT PROPOSAL

Based on the data gathered during the high level assessment, IBM will develop a proposal for a video surveillance pilot. This pilot will identify the costs associated with the hardware, software and services required to connect the initial pilot locations to the APD 911 center. The APD 911 Center will act as the central point of video monitoring, command and control for the pilot solution.

Completion Criteria:

This activity will be considered complete when the task above has been completed and the Deliverables listed below have been delivered to Atlanta Police Department and Atlanta Police Department has accepted the Deliverables in accordance with "Appendix B: Deliverable Materials Review and Approval Procedure" of this Statement of Work

Deliverable Materials:

- Atlanta Police Department Digital Video Surveillance Pilot Proposal Document

1.4 ATLANTA POLICE DEPARTMENT'S RESPONSIBILITIES

Atlanta Police Department will perform and manage the following activities at no cost to IBM. IBM's performance is predicated on the following responsibilities being fulfilled by Atlanta Police Department:

1.4.1 ATLANTA POLICE DEPARTMENT PROJECT MANAGER

Prior to the start of this SOW under the Agreement, Atlanta Police Department will designate an individual called a Project Manager, to whom all IBM communications will be addressed with respect to this Statement of Work and who has the authority to act for Atlanta Police Department in all aspects of these services. The Atlanta Police Department Project Manager has signature authority for Project Change Requests to this SOW.

The responsibilities of Atlanta Police Department Project Manager include:

1. Serve as the interface between the IBM project team and all Atlanta Police Department departments/personnel and business district contacts participating in this project.
2. Resolve project issues and escalating them within the Atlanta Police Department organization, as necessary.
3. Obtain and provide information, data, decisions and approvals, promptly following IBM's request unless Atlanta Police Department and IBM agree to an extended response time.

1.4.2 OTHER RESPONSIBILITIES

1. Atlanta Police Department will provide all IBM project team members with suitable office space, office supplies, furniture, telephone, analog lines and other facilities while working on Atlanta Police Department premises.
2. IBM shall observe security standards and safety procedures not less than would apply at a similar IBM facility. Upon notification by Atlanta Police Department, IBM shall comply with additional Atlanta Police Department security standards, policies, and safety procedures to the extent that there is no material cost to IBM to comply.
3. Atlanta Police Department will ensure the necessary Atlanta Police Department personnel will be available to the project for interviews, status meetings, and as required during this project. This includes:
 - Senior Management
 - Technical Staff
 - Subject Matter Experts
4. Atlanta Police Department will provide access to the following resources on an as needed basis:
 - Knowledgeable personnel from Atlanta Police Department who are familiar with the desired requirements of the digital video surveillance / access control project.
 - Business personnel who are familiar with the applicable Atlanta Police Department business processes.
 - All relevant business and systems documentation.
5. Provide remote (dial) access to the network to IBM for information gathering purposes in accordance with the Atlanta Police Department security standards.
6. Atlanta Police Department is responsible for the identification and interpretation of any applicable laws, regulations and statutes that affect the Atlanta Police Department applications to which IBM will have access during this project. It is the responsibility of Atlanta Police Department to ensure that all applications meet the requirements of those laws, regulations, and statute.

7. Atlanta Police Department is responsible for the actual content of any data or content file, selection and implementation controls on its access and use, backup and recovery, and security of the stored data and content.

1.5 MATERIALS/DELIVERABLES

Type II Deliverables include:

- **Weekly Status Report**
- **Atlanta Police Department Digital Video Surveillance Infrastructure Readiness Assessment Document**
- **Atlanta Police Department Digital Video Surveillance Pilot Proposal Document**

"Appendix A: Deliverable Descriptions" contains descriptions of these Materials.

1.6 SOW COMPLETION CRITERIA

IBM's obligations under this SOW will be considered complete when any one (1) of the following first occurs:

1. IBM accomplishes the IBM tasks described in the "IBM Responsibilities" section of this SOW including delivery of the materials listed in "Appendix A, Deliverable Descriptions" and Atlanta Police Department accepts them in accordance with "Appendix B: Deliverable Materials Review and Approval Procedure".
2. IBM provides the number of hours of service specified in the "Charges" section of this SOW or in any subsequent Project Change Request.
3. Atlanta Police Department or IBM terminates the SOW in accordance with the Agreement.

1.7 SCHEDULE

The services to be performed under this SOW are estimated to begin on October 21, 2008 and end on November 21, 2008.

Both parties recognize that while the foregoing schedule is based on good faith estimates, changes may become necessary in a project of this nature. The schedule is subject to change only upon mutual written agreement by the Project Managers. Consent to a schedule change request shall not be withheld, if the schedule change is requested by one party and is reasonably related to a delay that is based on the actions or omissions of the other party. Each party will notify the other as soon as reasonably possible of an anticipated schedule delay. In all cases each party will exercise commercially reasonable efforts to minimize any schedule changes.

1.8 CHARGES

IBM will provide up to 80 hours of consulting services to Atlanta Police Department at no charge.

1.9 REQUIRED CONSENTS

Atlanta Police Department warrants the following: 1) as of the commencement date, Atlanta Police Department has obtained and 2) throughout the term, Atlanta Police Department will continue to promptly obtain and provide to IBM, (each as required by IBM to comply with requirements of hardware, software or service providers), all required consents necessary for IBM to use third party services or to access, use and/or modify software, hardware, firmware, information and other products (whether owned or leased) used by Atlanta Police Department in connection with this SOW. The foregoing shall be obtained and maintained by Atlanta Police Department without charge to IBM. A required consent means any consents or approvals required to give IBM and its subcontractors the right or license, as necessary to fulfill its obligations hereunder to: access, use, copy (if necessary) and /or modify (including creating derivative works) a third party's software, hardware, firmware and other products used by Atlanta Police Department without infringing the ownership or license rights (including patent and copyright) of the providers or owners of such products and as necessary for IBM to comply with the SOW.

IBM shall be relieved of the performance of any obligations that may be affected by Atlanta Police Department's failure to promptly obtain any required consents to the extent IBM is impacted as a result.

APPENDIX A: DELIVERABLE DESCRIPTIONS

Weekly Status Report

Purpose: The purpose of the Weekly Status Report is to foster communication of project status.

Content: The Weekly Status Reports will consist of the following major sections:

- Current Work Plan Status
- Progress against plan
- New Items
- Pending Items
- Change Control Status
- Issues and Actions

Delivery: IBM will deliver one (1) copy of the document in reproducible format and provide the document in soft copy format as a Microsoft Word for Windows 2000 document.

Digital Video Surveillance Infrastructure Readiness Assessment Document

Purpose: The purpose of this document is to document and identify the gaps between the current infrastructure environment and the desired pilot infrastructure environment.

Content:

- Executive Overview
- Video Surveillance Pilot Requirements Summary
 - Video Sources
 - Transport Method
 - Centralized Aggregation and Storage
 - Application/Data integration
 - Users/Usage
- Current Infrastructure Environment Review
- Gap Analysis
 - Current vs. Required state

Delivery: IBM will deliver one (1) copy of the document in reproducible format and provide the document in soft copy format as an Adobe Acrobat document.

Atlanta Police Department Video Surveillance Pilot Proposal

Purpose: The purpose of the proposal is to provide tasks and pricing for the pilot phase.

Content: The Video Surveillance Pilot Proposal will consist of the following sections:

- Scope of Pilot Project
- Costs for Pilot hardware, software and services

Delivery: IBM will deliver one (1) copy of the document in reproducible format and provide the document in soft copy format as a Microsoft Word for Windows 2000 document.

Appendix B: Deliverable Materials Review and Approval Procedure

With the exception of the *Status Reports*, each of the deliverable materials noted in Appendix A: Deliverable Descriptions will require approval by Atlanta Police Department Project Coordinator. Each of the deliverable materials will be accompanied by a Deliverable Transmittal Document, which will be the vehicle for communication concerning the status of the Deliverable Materials Review and Approval Procedure for that deliverable material.

To keep the Project on schedule, and to surface issues as quickly possible, Atlanta Police Department will either accept or, in the event that changes or revisions are required to conform the deliverable materials to IBM obligations under this SOW, return the deliverable materials with a written summary of such recommended changes or revisions. The turnaround time for Atlanta Police Department to prepare this written summary and return each deliverable material will be three (3) business days. If Atlanta Police Department does not respond within the turnaround time, IBM will provide a second notice to Atlanta Police Department advising Atlanta Police Department that within three (3) days of receipt of such second notice, the deliverable materials will be considered approved if no changes or revisions are noted.

This turnaround time may be extended on an exception basis, by written agreement between IBM and Atlanta Police Department. If changes or revisions are required to conform the deliverable materials to IBM obligations under this SOW, the deliverable materials will be re-worked for one additional revision to incorporate such requested changes. In the event changes to the deliverable materials are required, IBM will provide an estimated schedule for completion of such changes within three (3) business days from receipt of the change request from Atlanta Police Department.

If further changes to the revised sections are required, IBM will complete those in one additional revision step and Atlanta Police Department will review/return revisions within three business days of receipt of the revised deliverable materials.

APPENDIX C: PROJECT CHANGE REQUEST PROCEDURE

The following provides a detailed process to follow if a change to the SOW is required:

- A Project Change Request (PCR) will be the vehicle for communicating change. The PCR must describe the change, the rationale for the change, and the effect that the change will have on the project, price and schedule.
- The designated Project Manager of the requesting party will review the proposed change, approve and sign it before submitting it to the other party.
- A written Project Change Request (PCR) must be signed by both parties to authorize implementation of the changes.

APPENDIX D: SIGNATURE DOCUMENT

Refer to IBM's Statement of Work for Atlanta Police Department Requirements and Design Phase dated October 14, 2008, for the scope of services, key assumptions, responsibilities, deliverables, schedule, charges, and additional terms and conditions.

Both of us agree that the complete agreement between us about these services consists of 1) this Statement of Work and 2) the referenced Agreement.

Agreed to:

Agreed to:

Atlanta Police Department
127 Peachtree Street NE
Atlanta, Ga 30303

IBM Corporation
2845 NW 29 Drive
Boca Raton, FL 33434

By: _____

By: _____

Name:

Name:

Title:

Title:

Date: _____

Date: _____

Customer Number: xxx

Project Name or Identifier: **Atlanta Police Department Video Surveillance Infrastructure Readiness Assessment**

Estimated Start Date: 10/21/08

Estimated End Date: 11/21/08

[REDACTED]

TRANSMITTAL FORM FOR LEGISLATION

TO: MAYOR'S OFFICE

ATTN: GREG PRIDGEON

Dept.'s Legislative Liaison: Kathleen Lane

Contact Number: 404-335-1983

Originating Department: Department of Information Technology

Committee(s) of Purview: Finance/Executive Committee

Chief of Staff Deadline: November 12, 2008

Anticipated Committee Meeting Date(s): Nov. 24, 2008

Anticipated Full Council Date: December 1, 2008

Legislative Counsel's Signature: _____

Commissioner Signature: Dan Smith

Chief Procurement Officer Signature: _____

CAPTION

A RESOLUTION ACCEPTING THE ASSISTANCE OF IBM GLOBAL SERVICES ON A *PRO BONO* BASIS TO PERFORM AN ASSESSMENT OF THE ATLANTA POLICE DEPARTMENT'S TECHNOLOGY INFRASTRUCTURE TO SUPPORT THE DIGITAL VIDEO SURVEILLANCE INITIATIVE AND MAKE APPROPRIATE RECOMMENDATIONS; TO AUTHORIZE THE MAYOR OR HER DESIGNEE TO EXECUTE SAID STATEMENT OF WORK; AND FOR OTHER PURPOSES.

Mayor's Staff Only

Received by CPO: _____ Received by LC from CPO: _____
(date) (date)

Received by Mayor's Office: [Signature] 11/13/08 Reviewed by: Amé 11/14/08
(date) (date)

Submitted to Council: _____